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Not an Entry Level
Lateral
Public Safety Dispatcher
(Communications Operator)
Continuous Recruitment

Apply immediately as this recruitment may close at any time.

SALARY - \$5,312 - \$6,465

Apply online at www.hayward-ca.gov

777 B Street, Hayward, CA 94541-5007 ■ Tel: (510) 583-4500 ■ Fax (510) 583-3655



Reasonable Accommodations Available for the Disabled

An Equal Opportunity Employer ■ Hearing Impaired (TDD) 510/247-3340



The City

With a population in excess of 147,000 residents, Hayward is strategically located on the thriving eastern shore of the San Francisco Bay. One of the most ethnically-diverse communities in the nation, Hayward's premier location provides convenient access to San Francisco, San Jose, Oakland, and the three area airports. Hayward is served by BART, AMTRAK, and an extensive network of freeways. Hayward is a great place to live and work. It is known as the "Heart of the Bay" and is located in Alameda County. The Hayward Area Recreation and Park District maintains over 50 parks, several community centers, and other recreation facilities. The community also enjoys a myriad of theater and culturally rich events at Chabot College and at California State University, East Bay campus.

The Department

The Hayward Police Department is comprised of a staff of 325, 200 of which are sworn. The Department supports a Community Policing philosophy and offers excellent promotional and special assignment opportunities. The Dispatch Center currently staffs on a 3-12 plan that offers Dispatchers the opportunity to enjoy weekends off at least six months out of the year. The city offers bi-lingual pay, excellent medical, dental and vision coverage, up to 5 weeks vacation per year, 14 paid holidays, and PERS 2.5% at 55 retirement.

The Position

The Hayward Police Department is currently recruiting for the position of Public Safety Dispatcher (Communications Operator) to work in the Dispatch Center. Using a Computer-Aided Dispatch System, incumbents dispatch police and fire personnel and equipment under emergency conditions; receive fire, police and disaster alarms and take calls of an emergency and non-emergency nature from citizens; and maintain accurate record of location and status of public safety units at all times. Operators must remain calm and tactful under trying conditions, remembering detailed information and thinking clearly while performing several tasks at once. This is a highly stressful and demanding job requiring shift work, weekend and holiday duty. Incumbents presently work a 3/12 work schedule, however, schedules can vary with little notice. Overtime will be required as needed.

Qualifications

*To qualify as a Lateral Public Safety Dispatcher (Communications Operator) candidates must submit a **City Application and Typing Certificate** demonstrating possession of the following lateral requirements at the time of application:*

- Two years of experience as a public safety dispatcher for a Public Safety Answering Point including experience using a computer-aided dispatch system.
- Equivalent to completion of the twelfth grade.
- **Typing Certificate issued within the last six months** which verifies the ability to type accurately at the rate of **35 net words per minute**. Certificates should be submitted online during application submittal or faxed to 510-583-3655 within one week of application submission. Certificates will be accepted from any public school, business school, temporary agency or similar agency. **Free** typing tests are available at EASTBAY Works, Eden One Stop Career Center in Hayward or other EASTBAY Works locations (www.eastbayworks.com). Typing certificates must attest to a 5-minute timed test, and be on agency letterhead and/or signed by a representative of the agency. Net words per minute will be calculated by subtracting one word per minute per error from a candidates' gross words per minute score. Online Typing Certificates are not accepted.



Selection Process

The City of Hayward has streamlined the examination process for Lateral Public Safety Dispatchers. Qualified candidates simply have to sufficiently complete a City of Hayward application and submit a typing certificate in order to be considered. Only candidates demonstrating possession of the lateral requirements in the Qualifications section of this brochure will be certified to an eligibility register for immediate consideration. The Police Department's selection process includes an interview and computerized multi-tasking assessment. Final selection for employment requires success in initial background screening, background investigation, polygraph, psychological, and medical examinations.

TO OBTAIN A CITY OF HAYWARD APPLICATION:

- 1) File online at: www.hayward-ca.gov or www.CalOpps.org
- 2) Visit the Human Resources Department at Hayward City Hall located at 777 B Street, Hayward, CA 94541-5007, Office hours are Monday through Friday, 8 a.m. to 5 p.m. (510) 583-4500.

Apply immediately as this recruitment may close at any time.

General Information

PHYSICAL REQUIREMENTS: An applicant selected for a position may be required to pass a medical examination including a drug test given by a designated licensed physician and paid for by the City.

APPOINTMENT PROCEDURES: The Immigration Reform and Control Act of 1986 requires proof of a new employee's eligibility for employment in the United States. Fingerprints are taken for background purpose before job offer. All new employees are required by law to sign a loyalty oath.

ELIGIBILITY: Eligibility registers of successful candidates are usually valid for one year but may be extended for an additional year.

PROBATION: Each person employed must demonstrate satisfactory performance during her/his probationary period before regular status is attained. Probationary period is two years.

UNION DUES: Employment in some positions may require payment of Union Dues, or an "in lieu" service fee or equivalent contribution to a designated charity.

General Benefits

- 10 days paid vacation each year; 15 days after 5 years of service; 20 days after 10 years of service; and 25 days after 20 years of service for most bargaining groups.
- 14 annual paid holidays for miscellaneous employees; 12 days sick leave accrued per year.
- Choice of health plans with premiums for employees and eligible dependents paid by the City, for most representation units (PERS health plans).
- Dental and Vision Plan (premiums for employee and eligible dependents paid by City)
- Life and Disability Insurance coverage for miscellaneous employees.



General Benefits - continued

- Public Employees' Retirement System. Miscellaneous employees pay 1% of base salary towards PERS on a pre-tax basis with a formula of 2.5% @ 55.
- Partial City payment for retiree medical benefits, for most representation units.
- City contributes towards a Deferred Compensation Plan for miscellaneous employees.
- Employee Credit Union loan and savings service.
- City of Hayward employees are not enrolled in Social Security except for mandatory Medicare contribution of 1.45%.
- Employees hired in regular part-time positions are eligible for pro-rated benefits based on number of hours worked.

NOTE: This position is represented by the Service Employees International Union Local 1021. MOU's are available on the City of Hayward's Website.

See the 2010 Benefit Summary on the City's Human Resources webpage for more details.

